

Accessing the Homeless Services System & Additional Services

A presentation for front-line workers encountering people experiencing homelessness and other specialty populations in the Richmond Metro Area.



Introduction

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Agenda

- Review resources available for individuals who require assistance for various issues including homelessness, detox, primary and mental health care.
- Gain familiarity with these resources and learn where to obtain additional information.
- **NOT** turn you into a Social Worker.



The importance of resources

- Sometimes people may be in distress or even crisis, but do not require hospitalization or incarceration.
- Having a cursory knowledge of the resources in the Richmond community will allow you to provide important information to those you encounter.

Homelessness

Laws & Definitions





Criminalization of Homeless

California Courts / Los Angeles

- The appeals court ruled that the city could not "expressly criminalize" the status of homelessness by making it a crime to be homeless without violating the Eighth Amendment. It reasoned that it therefore also could not criminalize acts that are an "integral aspect of that status." Because there is insufficient shelter in the city to provide beds for all homeless persons at all times, including on the nights of their arrest or citation, the court found, the city: "has encroached upon Appellants' Eighth Amendment protections by criminalizing the unavoidable act of sitting, lying, or sleeping at night while being involuntarily homeless."
- The settlement included the city barring the police from arresting homeless people from sleeping on the sidewalk from 9 p.m. to 6 a.m., so long as sleepers are ten feet away from businesses, and until the city builds 1250 units of housing designed to meet the needs of the homeless.

Someone's Possessions

- Given that homeless people lack a place to sleep, it is difficult that the issue of how to safeguard their few possessions is a constant quandary. And to much of the surrounding community, those few possessions may appear to be nothing more than trash, often placed on the ground, and in need of being cleaned up and disposed of. Yet one man's trash may be another man's treasure. In Cash v. Hamilton County Dept. of Adult Prob., No. 03-3916, 388 F.3d 539 (6th Cir. 2004), a federal appeals court overturned summary judgment for a city and county in a lawsuit by homeless persons claiming that they have an unconstitutional policy or custom of seizing and destroying their property without proper notice and hearing.



Profanity & Intoxication in Public

18.2-388. Profane swearing and intoxication in public; penalty; transportation of public inebriates to detoxification center. If any person profanely curses or swears or is intoxicated in public, whether such intoxication results from alcohol, narcotic drug or other intoxicant or drug of whatever nature, he shall be deemed guilty of a Class 4 misdemeanor. In any area in which there is located a court-approved detoxification center a law-enforcement officer may authorize the transportation, by police or otherwise, of public inebriates to such detoxification center in lieu of arrest; however, no person shall be involuntarily detained in such center.



Federal Definition

Housing and Urban Development (HUD) definition of homelessness includes four broad categories. People living in:

- A place not meant for human habitation; an emergency shelter; transitional housing; are exiting an institution where they were temporarily resided;
- People who are losing their primary nighttime residence, which may include a motel or hotel or a doubled up situation, within 14 days and lack resources or support networks to remain in housing;
- Families with children or unaccompanied youth who are unstably housed and likely to continue in that state;
- People who are fleeing or attempting to flee domestic violence, have no other residence, and lack the resources or support networks to obtain other permanent housing

Source: HUD



Federal Definition

U.S. Department of Health and Human Services (HHS) define a homeless individual

- an individual who lacks housing and whose primary residence during the night is:
 - a supervised public or private facility that provides temporary living accommodations (ex: emergency shelters, mission, single room occupancy facilities);
 - an individual who is a resident in transitional housing;
 - an individual who may live on the streets; abandoned building or vehicle; or in any other unstable or non-permanent situation
- an individual is “doubled up,” referring to individuals who are unable to maintain their housing situation and are forced to stay with a series of friends and/or extended family members.
- previously homeless individuals who are to be released from a prison or a hospital may be considered homeless if they do not have a stable housing situation to which they can return.

Source: National Healthcare for the Homeless Council



Types of Homelessness

Demographic Groups

These groups may use different types of programs or services or have differing factors that contribute to their homelessness.

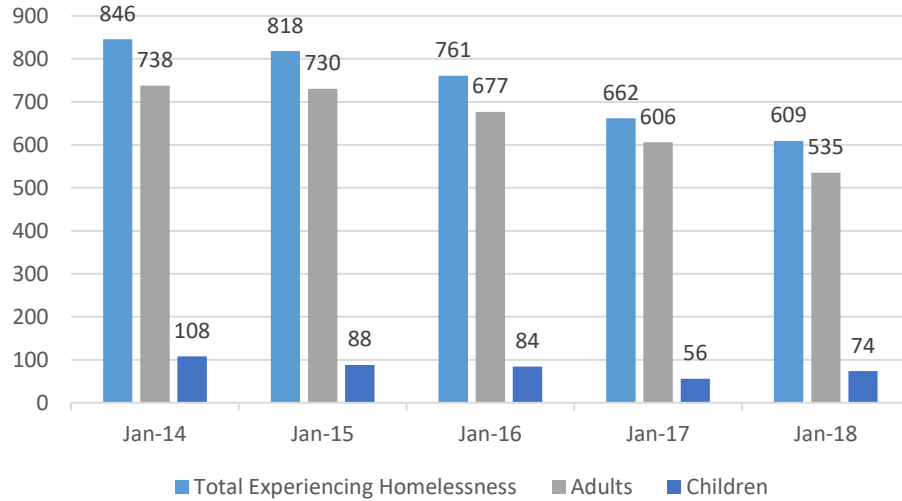
- Children on their own or with their families
- Single adults
- Seniors
- Victims of domestic violence
- Veterans

Length of Homelessness

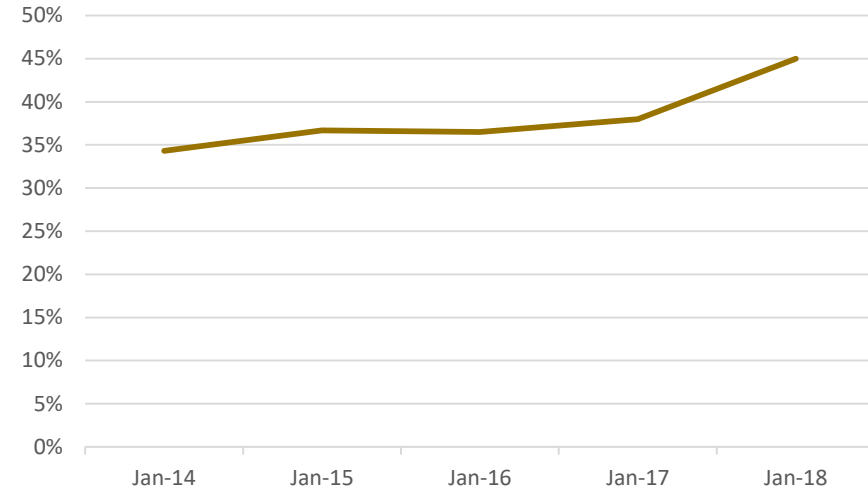
- Short-term: less than 120 days
- Long-term: 4 months – 18 months
- Chronic: experience multiple episodes of homelessness (moving between housing and homelessness)

Point-In-Time Count

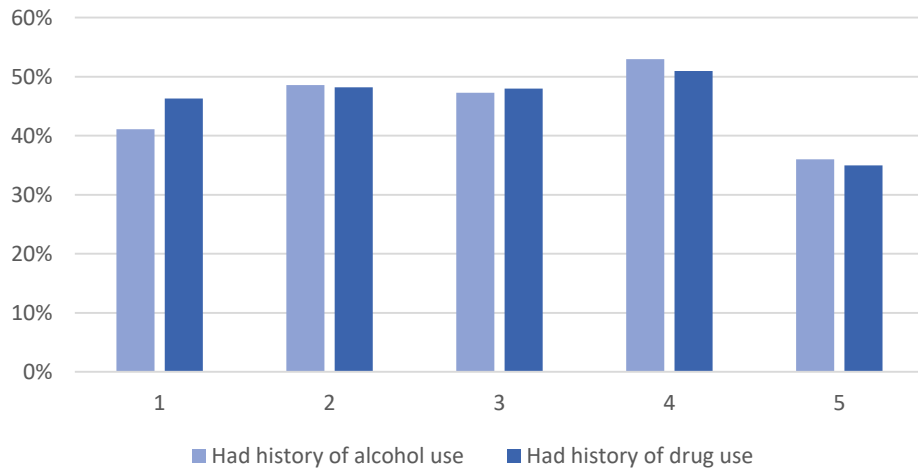
Number of Homeless



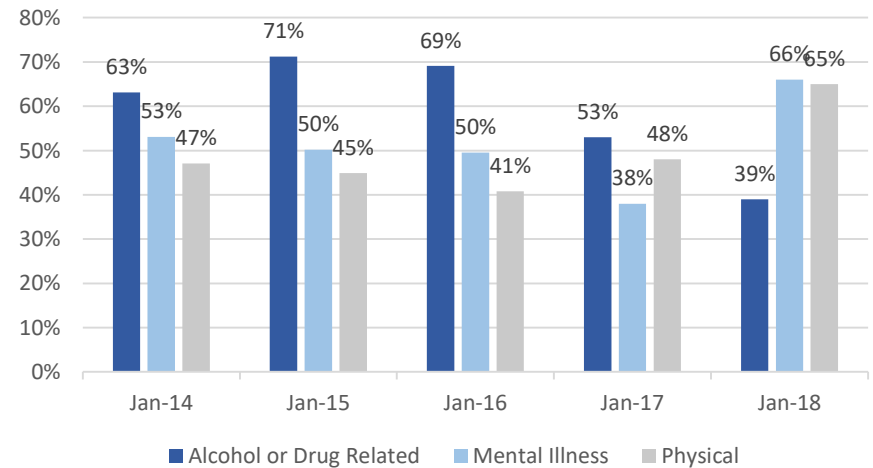
History of Mental Illness



History of Substance Use

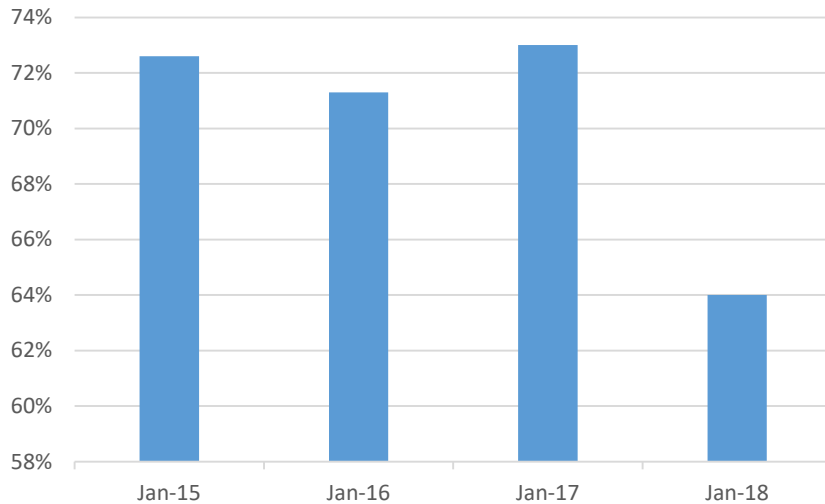


Homeless with Long-Term Disability

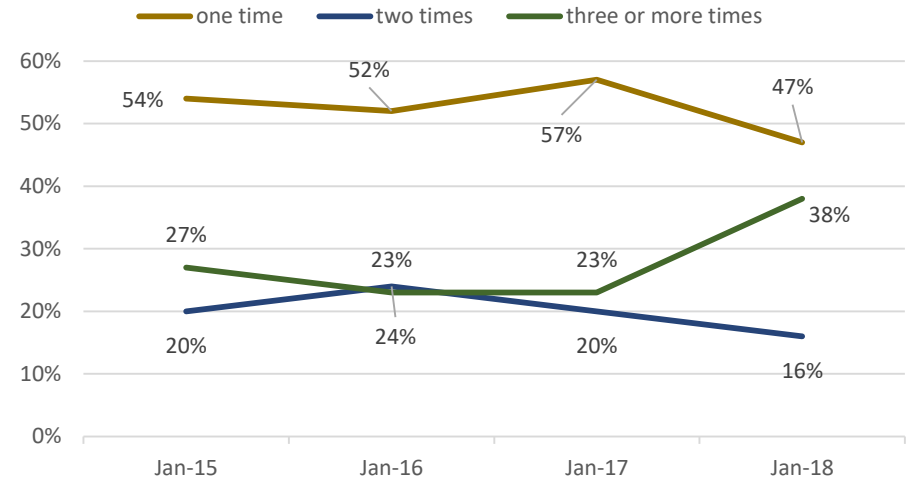


Homelessness & Incarceration*

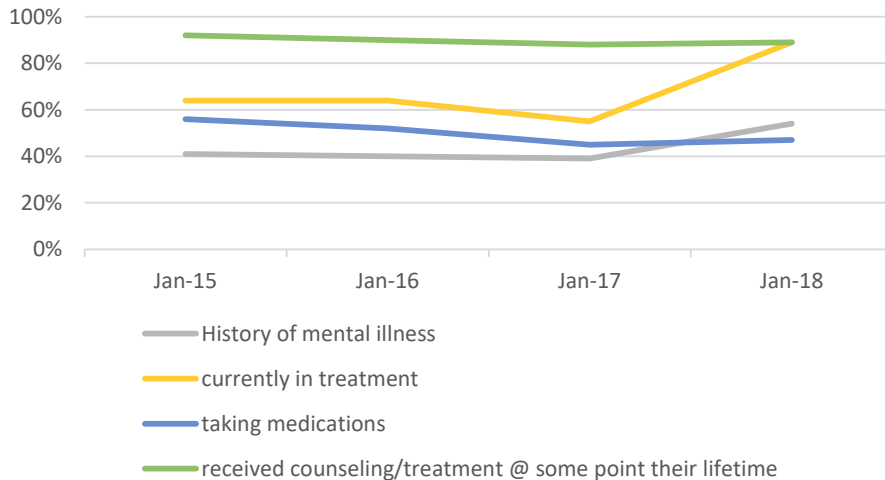
Served Time in Jail/Prison



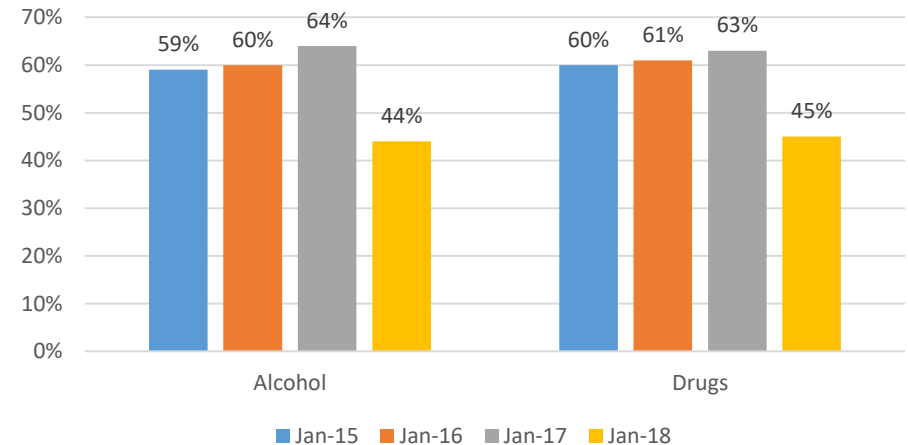
History of Homelessness



History of Mental Illness



History of Substance Use

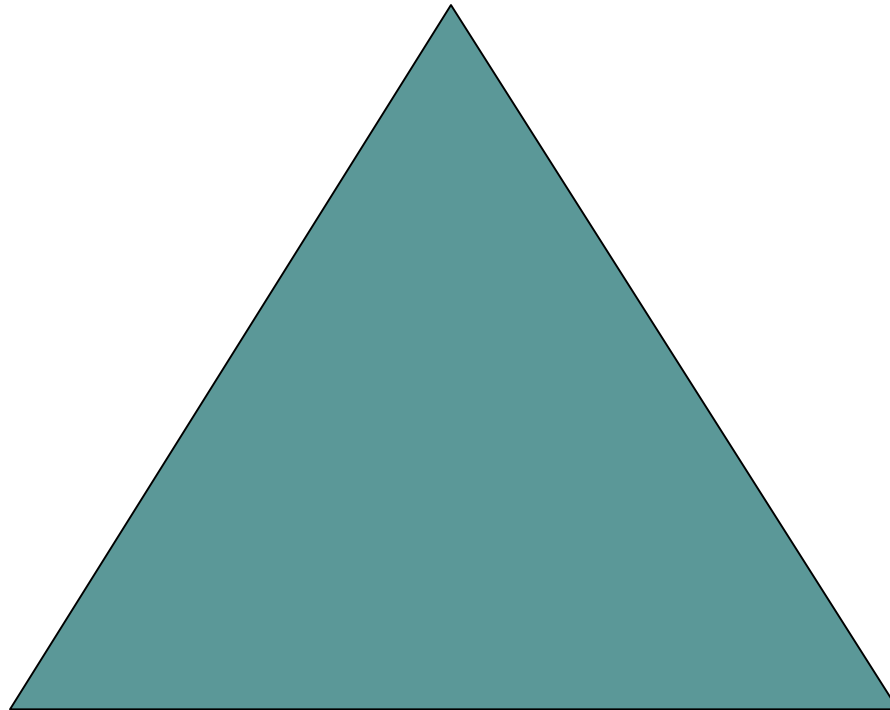


*From respondents who have been incarcerated

Source: Homeward January 2018 P-I-T

Bermuda Triangle of Mental Illness

HOSPITALIZATION



HOMELESSNESS

INCARCERATION



Trauma Informed Care

Moving away from
“What’s wrong with you?”
to
“What happened to you?”

Adverse Childhood Experiences
“ACES Primer HD”

<https://www.youtube.com/watch?v=cckFkcfXx-c>

Tonier Cain – “Healing Neen Trailer”

https://www.youtube.com/watch?v=QQfWE9TD_bA



What services is an individual
willing to accept?

SUSTAIN

ATTAIN

MAINTAIN

What services are we willing to provide regardless of
an individual's action or inaction?

ENABLING

ACCOUNTABLE



Mission is to prevent, reduce, and end homelessness by facilitating creative solutions through the collaboration, coordination, and cooperation of regional resources and services.

Fulfills mission by

- Educating for system change
- Serving as a catalyst for change
- Identifying needs and trends
- HCIS – Homeward Community Information System
- Greater Richmond Continuum of Care



HOUSING CRISIS LINE

**If someone will lose housing in three days
(or less) or are already homeless**

- Single point to access services
- Facilitates access to resources and shelter alternatives for those who are three days away from losing their housing or those who are already homeless
- People prioritized by vulnerability, not first-come, first-serve basis
- Creating partnership with Lyft to provide transportation to services

804.972.0813
M-F 8:00am to 6:00pm

Homeward Street Sheet

Updated every 2 weeks

Look for expiration date

<http://homewardva.org/help>

- Street Sheet also includes schedule and locations of meals.
- Lunches provided by group of churches (most in downtown area).
- No regular location for b-fast or dinners at this time.



Commonwealth Catholic Charities

511 Grace Street

804.648.4177

M-F 8:30am – 5:00pm

Intake into HCIS & use phone to
call Housing Crisis Line

**If you are homeless or will lose housing
in the next three days please call:**

**The Housing Crisis Line
804-972-0813**

OTHER RESOURCES

Daily Planet Health Services 517 West Grace St. (804) 783-0678	Outpatient medical, dental, mental health, and substance use disorder services.
Richmond Behavioral Health Authority 804-819-4100	24 hour crisis intervention services for persons who are homeless and need mental health treatment.
Greater Richmond Region (DV) Hotline 804-612-6126	Individuals and their children suffering from domestic violence can find shelter, counseling, support groups, and legal assistance. 24 hours/day.
The Department of Veteran Affairs Homeless – National Call Center 1-877-424-3838	Provides free, 24/7 access to trained counselors for local resources and assistance. Text messages are accepted.
Richmond City Department of Social Services 804-646-1262	Referral for entitlement programs including TANF, Food Stamps, WIC Vouchers, and General Relief.
Virginia 211 Dial 2-1-1 or 1-800-543-7709	Statewide information and referral for other housing needs.



Access to Shelter

Help for People Sleeping Outdoors

- Sleeping in cars, parks, woods, sidewalks, abandoned buildings
- Outreach team will try to build a relationship with individuals who may be uncomfortable seeking services. Making these connections takes time. Other individuals may already have somewhere to stay, but prefer to sleep outdoors

Housing Crisis Line

804.972.0813

M-F 8:00am to 6:00pm

Daily Planet Health Services Outreach Workers

Taylor Garrett & Walter Randall

804.783.2505

Shelter Continued

- Most emergency shelters & transitional housing programs provide case management services, assist with addiction/MH issues, provide showers and two meals a day.



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Shelter

www.caritasva.org

804.358.0964

- Largest emergency shelter in area
 - Single Men: fixed site at Healing Place / access through Housing Crisis Line / 32 beds
 - Single Women*: hosted at local congregations access through Housing Crisis Line / up to 40 beds
 - Families*: hosted at local congregations access through Housing Crisis Line / # of beds varies
- Programs:
 - CARITAS Works program (employment)
 - Furniture Bank
 - The Healing Place

*CARITAS will open fixed site in late 2019 and include 40 sober living apartments

Shelter



700 Dinwiddie Ave
804.230.1184

The Healing Place

- A self-paced peer-led recovery model encourages accountability and ongoing support
- Transitional housing and Detox*
- For individuals who are homeless and have addiction issues
- Overnight shelter and Sobering Up Center – may enter while still intoxicated
- To enter the recovery program directly, clients should be dropped off between 9 a.m. – 4 p.m
- Men only / opening women's location in late 2019

*Certain drugs (alcohol, opiates, & benzodiazepines) can be fatal during the withdrawal stage and clients must be medically cleared at a hospital before they can be admitted.



Shelter

www.homeagainrichmond.org

804.358.7747

- Emergency Shelter
 - families & single women (up to 30 people)
 - men's emergency shelter (20 beds)
 - access through Housing Crisis Line
- Veterans Transitional Shelter (15 beds)
 - On grounds of McGuire VA Medical Center
 - Referrals come directly from McGuire VA Medical Center
- Permanent Supportive Housing Program
 - lease apartments throughout the city of Richmond and rent them to qualifying families
 - long-term solution for families with children in which an adult member lives with a disability

Shelter

- Transitional shelter for veterans (38 beds)
- Referrals come directly from McGuire VA Medical Center
- Men only

Shelters



www.housingfamiliesfirst.org/
804.236.5800

- Hilliard House

- Women and children (up to 30 people)
- access through Housing Crisis Line
- Located in Henrico

- Building Neighbors

- helps families experiencing homelessness move into permanent housing as quickly as possible, then provides supportive services
- Call for referral information



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Shelters

<http://virginiasalvationarmy.org/richmondva/>
804.225.7470

○ **Emergency Shelter**

- 2 West Grace Street
- 20 beds for men
- 20 beds for women with children

○ **Transitional Shelter**

- 2601 Hermitage Road
- 81 beds for men
- recovering from substance abuse or working to overcome a treatable handicap

Access both through Housing Crisis Line

Permanent Supportive Housing



www.virginiassupportivehousing.org

804.788.6825

- Resource for those with physical disabilities, mental health and substance abuse issues, and/or those with HIV/AIDS, traumatic brain injury
- VSH provides long-term subsidized housing, that also offers case management services on an as needed basis
- Serving chronically homeless with severe barriers to remaining stable independent living
- Goal is to move people from homelessness to stable housing by starting with permanent housing and providing intensive support services

Supportive Housing

- Four main programs:
 - **A Place to Start:** Intensive Community Treatment Team for those with mental illness who are homeless
 - **Homelink:** Intensive case management for homeless people with disabilities
 - **Support Services for Veteran Families:** assistance with housing for Vets and their families
 - **Shelter Plus:** Provides money towards private landlords to pay rent for homeless with mental illness, substance use, or HIV/AIDS.

Access through Housing Crisis Line or Outreach Team



Emergency Shelter Due to Weather

www.dss.virginia.gov

Winter Overflow Shelter

- Men and Women
- Located at 505 N 9th St
- Open 7 PM to 6 AM
- open mid-October to mid-April
- When temperature has to be forecasted to be below 40 degrees
- Housing Crisis Line for referral
- Can sign up to get daily email when Cold Weather Shelter will be open

Summer Cooling Stations

- Located at City Community Service Centers (Southside & East End)
- Call 2-1-1 for hours and additional information
- Usually open when heat index is forecast to exceed 99 degrees

Operated by City of Richmond DDS



Preventing Homelessness

- Most prevention resources provide emergency funds for those at imminent risk of becoming homeless (currently in eviction process).
- Local agencies providing prevention assistance include
 - Local Departments of Social Services
 - ACTS (www.actsrva.org / 644-2401)
 - CCHASM (Chesterfield area; provides emergency assistance)
 - Senior Connections (<http://www.seniorconnections-va.org> / 804.343.3000)
 - Housing Crisis Line (will lose housing within 3 days)
 - Virginia 2-1-1



Additional Community Resources

Virginia 2-1-1

- 2-1-1 is a community information resource, providing direction for individuals who may need assistance
- 2-1-1 uses trained professional staff
- Accessible 24/7
- All languages spoken
- Completely confidential
- Additional info at www.211virginia.org

Resources for

Health • Housing & Utilities • Reentry • Veterans •
Human Trafficking • Jobs & Employment •
Emergencies & Disasters • Crisis • Food





Meals

- Most shelters provide breakfast and dinner
- Group breakfast, lunch, and dinner provided throughout Richmond, usually by congregations (Homeward Street Sheet)
- Feedmore: Community Kitchen • Meals on Wheels • Backpack program
- Food pantries (Call 2-1-1)



Healthcare Options

Low-Cost Health Centers

- **Daily Planet Health Services**
 - Integrated medical care, behavioral health, dental, case management and pharmacy program. Homeless, M/M, private insurance, self-pay, 2 locations
- **Capital Area Health Network (CAHN)**
 - Integrated medical care, behavioral health, dental, case management and pharmacy program. M/M, private insurance, self-pay, offer transportation, 6 locations

Free Clinics

- **Cross Over Ministry**
 - Health care services available to people who are uninsured and have a household income at or below 200% of the Federal Poverty Level. All health center locations are by appointment only.
- **Health Brigade (formerly Fan Free Clinic)**
 - Provides medical treatment, health education, social services



Other Agencies

- OAR of Richmond
 - Reentry Service provider
 - Pre and Post release Programs
 - Identification Documents
 - GED classes, substance use classes, etc.
 - Job assistance, shelter assistance
- St. Joseph Villas
 - Families, persons with disabilities services, housing/homelessness, parent training, MH services, etc.



Other Housing Options

- **Richmond Redevelopment and Housing Authority (RRHA)**
- **Housing Opportunities Made Equal (HOME)** ensure equal access to housing for all people by addressing the still glaring individual instances of housing discrimination (www.homeofva.org/)
 - Finding and keeping affordable rental housing
 - aid first-time homebuyers
 - families with homes under the threat of foreclosure
- **Better Housing Coalition** (www.betterhousingcoalition.org/)
 - Rental Communities
 - Senior Housing
 - Single Family Homes



Department of Social Services

Can assist with gaining Medicaid,
SSI, SNAP/EBT/WIC, etc.

Three locations:

Downtown	900 E. Marshall St.	646-1262
Southside	4100 Hull St.	646-8800
East End	701 North 25 th St.	646-5408

www.dss.virginia.gov



RPD H.O.P.E. Unit

Homeless Outreach Partnership and Enforcement

Jason Kuti

804.646.2064

Jason.kuti@richmondgov.com

Matthew Mchugh

804.646.2064

Matthew.Mchugh@richmondgov.com



Resources for Special Populations



Mental Health

- Local Community Services Boards (CSB's)
 - CSB's provide mental health and substance abuse care in their respective jurisdiction. All communities provide emergency crisis assistance. Services range by locality, so call the agency for additional information. CSB depends on residence address.
 - Richmond- Richmond Behavioral Health Authority (RBHA) 804.819.4000
 - Chesterfield 804.748.1227
 - Henrico 804.727.8500
- Daily Planet Health Services
- Health Brigade (LGBTQ)



Richmond Behavioral Health Authority

<http://www.rbha.org>

804-819-4000

- Crisis Services 804.819.4100 (24/7) Program of Assertive Community Treatment (PACT) – team of providers providing intensive support services
- Grace House: Transitional Supportive Living Program adults diagnosed with a serious mental illness or who are at significant risk of returning to an institutional setting (must be receiving services from RBHA)
- Substance Use Disorder Services
 - RBHA North Campus (old Rubicon campus)
 - Men and Women treatment centers (182 individuals)
 - not open yet (no date for opening at this time)



Integrated Health Services

www.dailyplanetva.org
804.783.2505

- Primary Health
- Mental Health
- Substance Use Services
- Dental Services
- Pharmacy Services
- Case Management
- Homeless Outreach Services



517 W. Grace Street
804.783.0678
M-F 8:00am-4:30pm



180 Belt Boulevard
804.292.3011
M-F 8:00am-4:30pm
All staff are bi-lingual

Integrated Health Services

www.dailyplanetva.org
804.783.2505

- Services available to anyone regardless of one's housing, financial or insurance status.
 - homeless or housed individuals
 - no insurance or with insurance (M/M, & most private insurance)
 - self-pay
 - discounted sliding scale fee based on income
 - Accept cash, check or credit cards
 - Men, women and children
- Specialize in chronic disease management
- Open Access & scheduled appointments available

HOW TO ACCESS

- Must complete registration
 - In-person M-F 8:00am to 11:30am and 1:00pm to 3:00pm
 - By phone M-F 8:00am to 4:00pm or schedule a time
- Provide required documentation for financial screening

Residential Services

www.dailyplanetva.org
804.783.2505

Medical Respite

- 20-bed facility
- 24/7 staff coverage
- Up to 30 days
- Homeless individuals needing recuperation after hospitalization
- Veterans/Ryan White (HIV/AIDS)
- Intensive case management
- Referrals from local Emergency Departments and DPHS' clinicians

Safe Haven

- 21-bed facility
- 24/7 staff coverage
- Homelessness coupled with mental illness and/or substance use history
- Veterans/Ryan White (HIV/AIDS)
- Counseling/Case Management
- Basic life skills
- Referrals from VA, Ryan White & DPHS' clinicians



Substance Use Services

Detox

- Social Model Detox has a very specific meaning and refers to the primary phase of drug and alcohol treatment, in which the process of withdrawal from the relevant substance(s) is monitored, supervised, and managed without the use of detoxification medication (The Healing Place, McShin Foundation)
- Medical Detox is indicated when withdrawal symptoms are judged to be potentially dangerous to the client, whether because of the severity of withdrawal or because of secondary or co-existing health conditions (area emergency departments)

Substance Use Services Residential Program



The Healing Place

Intensive peer-to-peer •
120 beds • social detox
• up to 1 year • phased
program • men only • no
charge



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Adult Rehabilitation Center

Faith-based • assistance with
substance abuse treatment •
81 beds • up to 6 months •
men for those seeking • no
charge



Faith based • 12-step
model • 175 beds •
coordination for detox •
up to 1 year • phased
program • men and
women • 24/7 ask for help
through website



**STAY TUNED FOR
UPDATES**



Discipleship Program

Faith-based • up to 1
year • phased program
• men only • online
application • no charge



Good Samaritan Ministries

www.gsamministries.com

804 231-9995

- **Discipleship Program**

- primary focus is to help our residents develop their relationship with Christ
- Addiction services
- Employment services
- One year long
- Men only

Can self refer by completing online application

Bring application to, or mail it to Good Samaritan Ministries
2307 Hull Street, RVA 23224

Substance Use Services



Medication Assisted Treatment

Phased program • appt. w/
medical provider • drug tested •
group participation • Rx for
Suboxone • men & women •
complete DPHS' walk-in
registration



Outpatient substance
abuse counseling • NA &
AA meetings • Numerous
Groups • advocacy for
housing & employment
opportunities



Resources for Veterans

- The McGuire Medical Center
 - Healthcare
 - Behavioral Health/ Substance Abuse
 - Benefits
 - HUD VASH
 - HUD VASH provides Section 8 vouchers for homeless veterans and homeless veterans with families

*Services are available to those with honorable discharge



Resources for Veterans cont..

- Call Center for Homeless Veterans
 - 877-424-3838
- Wounded Warrior Program
 - National organization providing support and services for Veterans.
- Virginia Department of Veteran & Family Support
 - <http://www.dvs.virginia.gov/>



Seniors

- Adult Protective Services (APS)
 - APS investigates reports of abuse, neglect, and exploitation of adults aged 60 and over and incapacitated adults over 18 years of age and provides services when persons are found to be in need of protective services. The goal of APS is to protect a vulnerable adult's life, health, and property without a loss of liberty.
 - To report suspected financial exploitation or other kinds of abuse to the elderly or adults with a disability, call your local department of social services or the Virginia Department of Social Services' 24-hour, toll-free Adult Protective Services hotline at: (888) 832-3858.



How would you want a loved one,
a child, a relative treated?



Summary

- If you want to get someone services, but not sure where to send them, call 2-1-1.
- Individuals seeking shelter must call Housing Crisis Line
- In inclement weather, you can transport people to overflow/comfort shelters.
- Other community agencies provide mental health and medical care, showers, food, clothing, etc.
- If someone is at risk of being evicted due to non-payment, emergency funds may be available.
- RBHA provides mental health, substance use disorder, and medical services.
- If someone does not have government entitlements, refer to appropriate Department of Social Services.



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Questions?